

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/07/2016 01:12	Poor	News	Was looking for a breakdown by ward of referendum result - not found	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html
01/07/2016 09:46	Poor	Environmental Health & Trading Stand	Why is it so hard to find out who is the head of each are of responsibility of Barnet?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/environmental-health.html
01/07/2016 10:05	Poor	Homepage	SH*T	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home
01/07/2016 10:48	Good	Myaccount and lagan forms	The website is great. Just hope the response to my complaint is as good and quick!! thanks	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59801875583149&lng=-0.21924376487731934&streetId=20001660&location-landmark=9+Ashley+Close&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=11163196.1467366537
01/07/2016 12:10	Average	Myaccount and lagan forms	Address finding ; giving 3 letters gives a large drop down menu making it difficult to find the relevant road	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60528912524568&lng=-0.1512068510055542&streetId=20017520&location-landmark=23+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=712026563.1465557122
01/07/2016 12:30	Poor	Waste & Recycling	This webpage is HOPELESS There is no quick or simple way to find bin collection dates. It can't be too difficult to present these dates without going through convoluted clicks on the computer.	Thank you for your feedback and apologies you have not found the bin collection date page helpful. The page has been designed to make it easier for residents to find the collection date by simply adding the post code and selecting the address from the list. This should bring up the collection dates for all the bin types at the property. We are constantly improving our pages and will take your comments into consideration in any future update. Apologies for any inconvenience caused	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

01/07/2016 13:07	Good	Council Tax and Benefits	its exceptional easy to understand	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Question-about-my-benefit-letter/email-receipt.html?mgnlFormToken=vMpE8GzRSWTAu9mgSkkn4xY01HDOMpse
01/07/2016 13:54	Poor	Homepage	Have a list of contact numbers readily available. You must have these numbers it just seems you are reluctant for people to call because you have to pay people to respond to the calls.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://barnet.gov.uk/citizen-home.html
01/07/2016 14:04	Poor	Waste & Recycling	there are no days provided when the collections take place	Thank you for your feedback and sorry you were unable to confirm your collection dates using the post code search. Please contact our Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk to confirm your collection days. Apologies for any inconvenience caused	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/07/2016 14:31	Good	Planning & Building Control	The form was easy to use and functional	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=7OcvCW98D7lZhdhbTMBqeebbpuloeyFV
01/07/2016 14:46	Poor	Council Tax and Benefits	trying to set direct debit on the phone as said in your site, but it is impossible to get to a person. it was disconnected already 4 times!!! gives only the option of posting a form	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
01/07/2016 14:59	Average	Waste & Recycling	Barnet should be more proactive in dealing with residents' complaints	Thank you for your feedback and apologies you have experienced issues with your bin collections. If your bin was not collected for a reason identified by the collection crews they would leave an information bin hanger indicating the reason for the non collection and advise on how to rectify the issue. However for any bins missed through crew error, once notified, investigated and verified a return collection will be arranged within one working day. If this issues is still unresolved, please contact our Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=502521294.1450690374
01/07/2016 15:01	Poor	Council Tax and Benefits	no body available to take my call. i am in crisis and need help. the crisis fund will not give me a cash out voucher and i am stuck in the predicament. regards C** G***rey 0793*****65 1* March The Concourse London NW* *XS	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/grants-to-organisations.html
01/07/2016 15:44	Poor	Myaccount and lagan forms	a simple question and i get transfered to about 6 different departments, then i get transferred again and i'm 1st in the queue for 36 minutes. this is madness. do you want people to suffer???? Mr Godfrey. 0793*****5	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html

01/07/2016 16:24	Poor	Waste & Recycling	As it is a food bin. We need this to be collected within 24 hours	Thank you for your feedback and apologies you have experienced issues with your brown bin collection. If your bin was not collected through crew error and you log a report it will be investigate and if confirmed a return collection will be arranged within one working day. If this issues is still unresolved, please contact our Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1482726768.1427103505
01/07/2016 19:25	Good	Business	Thank you for providing online help in regards to noise complaints	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=tkT9weEHrWhg5AWUSgbVcqWG9lCx0mnQ
01/07/2016 20:16	Poor	Council Tax and Benefits	Confirmation of function performed is needed. When you request something the page remains the same. You can't tell that the request has actually been processed. E.g. Temp parking number request. You click request and it does nothing on screen but by pressing it the request has been accepted. Something I only learned following receipt of 4-5 emails confirming request!! This will therefore waste someone's time as I only need one.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=ZmbYdhHgJu0EvRr015f1iw8m5RlSj1Q
01/07/2016 21:41	Average	Myaccount and lagan forms	Sorry but you need to say specifically"please select the address you have entered" then the `NEXT` button will be visible.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64034514374447&lng=-0.1670962572097778&streetId=20039540&location-landmark=Parking+Bay+next+to+number+70+Shurland&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1431060946.1462204341

02/07/2016 08:35	Poor	Waste & Recycling	It is not acceptable that my nearest recycling point where I can recycle electricals it's 20 min drive away from where I live. There are no recycling bins in my block of flats either. Not good enough! There should be many more recycling facilities and these should be looked after properly!	Thank you for your feedback and sorry you have not found the electrical recycling banks accessible. We have endeavoured to provide these banks across the borough to ensure all residents are able to access the banks conveniently. However, due to the size of the borough it is not always possible to have banks in locations that are easily accessed by everyone. In regards to recycling at your flat, where there are no recycling facilities at flats there may be a practical reason why, i.e. not enough space to accommodate recycling bins, access issues or permission not given by landlord/agent. To follow this up, please can you contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk so that we can look into this further.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/electrical.html
02/07/2016 13:05	Poor	Parking	Trying to find out what exactly the parking restrictions are and it won't tell me the times and days the restrictions apply.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
02/07/2016 16:22	Good	Registrars	easy to navigate and access info	Thank you.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations
02/07/2016 20:32	Poor	News	I've just received a PHOTOCOPY of a letter requesting me to confirm that I'm entitled to the 25% discount that I have to mail back in LESS THAN 14 DAYS, contains loads of PERSONAL DATA that is going to an external company and obviously PAYING FOR THE ENVELOPE. I don't know which part annoys me the most but I even had to do research on the contents of this letter as this seemed to be a scam	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/news/Review-of-Single-Person-Council-Tax-discount-.html
03/07/2016 08:56	Poor	Waste & Recycling	I am searching for bin collection days	Thank you for your feedback and sorry you were unable to confirm your bin collection dates. Please contact our Street Based services team to confirm your collection date if you have not been able to resolve this. Please call 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
03/07/2016 13:26	Good	Libraries	Excellent and easy website to follow. Well done, Barnet.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=688884150.1460288096

03/07/2016 13:27	Good	Libraries	Very good website, well done, Barnet.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=688884150.1460288096
03/07/2016 19:08	Poor	Myaccount and lagan forms	On 3rd July 2016, the webpage, where Barnet wants citizens to report issues to the council, causes my browser Firefox to advise 'The owner of oneus.barnet.gov.uk has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website.' Barnet's problem webpage: https://barnet.gov.uk/citizen-home/report-a-problem.html Surely the council cannot expect citizens to use such a webpage. Is this part of a 'conservative problem management' strategy, so less problems are actually reported by citizens to Barnet as a result? Or does Barnet Council simply not feel terribly responsible, or mind, if their citizen's data could be stolen, due to their lack of IT security? Hmmm??? Please fix these simple security matters asap, if Barnet wants citizens to report issues online. Many thanks in advance from a Barnet citizen with a problem to report, who doesn't need two, by default.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://barnet.gov.uk/citizen-home/report-a-problem.html
03/07/2016 21:24	Poor	Schools Information	No mention of admissions for a child who would be entering year 10 this September.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please complete the online form at https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries . Ultimately you can call our Schools team on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html
03/07/2016 23:03	Poor	Myaccount and lagan forms	What about the regular black bin???	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200102057
04/07/2016 10:38	Good	Homepage	good page	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home
04/07/2016 12:18	Poor	Parking	your shit website does not accept the street i live on when applying for a parking permit. and guess what you end up with a fucking fine!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html

04/07/2016 13:09	Poor	Planning & Building Control	The link to this specific ie when I click onto 'View and comment planning applications' webpage cannot be displayed.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
04/07/2016 13:11	Poor	Planning & Building Control	I have reported this several times since the beginning of the year and this still has not been rectified.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
04/07/2016 13:28	Poor	Waste & Recycling	IT keeps telling me I have put the wrong address in and cannot find contact number	Thank you for your feedback and sorry you were unable to find your address on the bin order form or our contact number. If this issue is unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk to inform them of this issue. We will consider adding contact information on the form pages should any problems arise in the future. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=sFzFgTKE7uBlPNviRvzSbQXVsKc1fIQJ
04/07/2016 15:35	Poor	Myaccount and lagan forms	I cannot get through to anyone on the phone ever	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
04/07/2016 15:45	Poor	Council Tax and Benefits	?118 has been taken out of my account without my permission or any notice. I do not know why this has been taken out of my account and as far as I am aware all of my council tax has been paid in full. I try to use the website or phone number to get in touch with a staff member to discuss what this payment is for. There is no contact email address, I was not sent any email confirmation of the money leaving my account and when I call the contact number I am told that there is a 60 minute waiting time. I try to listen to all the options but none seem to be appropriate and the automated phone system has hung up, leaving me still without an explanation to the payment.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
04/07/2016 15:54	Good	Waste & Recycling	A clear and attractive page - especially with the pictures of the bins.	Thank you	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

04/07/2016 16:17	Average	Waste & Recycling	We are pleased with your regular weekly domestic waste service but there have been other occasions where the food waste brown bin has not been collected even though put out at 7 a.m. We have a problem in our street with foxes (?) opening the brown bins and scattering the contents all over the road/pavement which we have to sweep up before collection. Regarding your website it is quick to complete the form but the ratings should be put before the next button as nothing happens and not informed that form has been completed.	Thank you for your feedback and sorry you have experienced issues with your food waste collections. All bins should be presented on the boundary of your property by 6.30am on your collection day as our crews begin collections from this time. To avoid issues with foxes we advise residents to fully lock their brown bin by bringing the handle to the front position. This will minimise the bin lid opening if it's knocked to over. We also suggest brown bins are placed on top of blue bins on collection day if possible. On completing the online form you should have an option to submit your report and you should then receive a acknowledgement receipt and email confirming your report has been logged. If this was not the case and if your issues are still unresolved, please contact the Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=469344235.1467645200
04/07/2016 19:55	Poor	Council and Democracy	I need an emergency number	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
05/07/2016 05:11	Poor	News	This information was published on 18 Feb 2015 so is very out of date. I Googled "Barnet road closures" and this was the first page that came up!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/news/temporary-road-closures.html
05/07/2016 09:15	Poor	Uncategorised	The Fly-tipping poster provided does not explain the penalties for Flytipping. Seemingly you incur the same ?80 fine as dropping a drinks can.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/rubbish-and-littering/litter-enforcement.html
05/07/2016 10:15	Poor	Schools Information	I have been calling for a year, I have not seen any progress or received any help or information from the Barnet Council. Staff need to have some more customer service training!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please complete the online form at https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries . Ultimately you can call our Schools team on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=M7k1wRIVvkk1XQ9JrYrh0wGmbtOje1v
05/07/2016 10:18	Average	Council and Democracy	The information told me NUFINK about the history	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/hendon-town-hall.html

05/07/2016 10:55	Poor	Uncategorised	Have never been able to access my account. If I get to the point that it says enter my Council Tax Account Ref. it says the numbers not valid. Emailed council for help, to no avail! Useless	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home.html?password-reset=true&token=68255b0d-b6f5-4961-b44e-af03b08f9327
05/07/2016 11:31	Poor	Myaccount and lagan forms	I have no reference number and it is impossible to get to a sentient human being to get help	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
05/07/2016 12:31	Poor	Myaccount and lagan forms	RUBBISH SYSTEM I CANNOT DO NOTHING WHATS THE POINT OF REGISTERING WHEN I CANNOT SEE MY PAYMENT DATES OR NOTHING JUST MY NAME AND MY ADDRESS LIKE I DONT KNOW THAT ALREADY OFF BY HEART. TOTAL RUBBISH. ALL DEPARTMENTS ARE TOTAL SLOW AT UNDERSTANDING ANYTHING.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
05/07/2016 12:40	Poor	Council Tax and Benefits	Unable to speak to an advisor	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
05/07/2016 12:45	Poor	Search	It seems impossible to find local planning issues through the search	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please complete the online form at https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries . Ultimately you can call our Schools team on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Plans+redrow+homes
05/07/2016 13:02	Poor	Homepage	You have served notice of a pending pcm but your general website does not cover this. Surely it should inclusive	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://barnet.gov.uk/citizen-home
05/07/2016 13:08	Average	Myaccount and lagan forms	Trying to send message re refuse. Dust an just been. Dropped some rubbish appx 4 bits in road picked up one bit,looked and carried on leaving rest in road outside 11/13 Dinsdale gdns ENS new barnet	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
05/07/2016 13:21	Poor	Council Tax and Benefits	my benefits were suspended because they thought I moved house when I didn't. this has make it extremely hard financially	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support.html

05/07/2016 13:43	Poor	Myaccount and lagan forms	I want to pay my council tax	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05/07/2016 14:37	Poor	Adults and Communities	no contact no. for job centre. put though to call centre which does not have numbers for job centres. only have numbers for persons in job centre.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e06&directoryRecordId=54e3852f84ae7c2872584e0b
05/07/2016 15:03	Poor	Waste & Recycling	Want to generate second request for in-collected spare recycling bin but can't see email address for the company that has promised to collect it.	Thank you for your feedback and sorry you have not found the information you were looking for. You can contact the Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=N5yUCqjvrNhgYcowOLdKHT1WQcQaOdYu
05/07/2016 17:50	Poor	Search	Fence height	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Fenceheight
05/07/2016 20:01	Poor	Parking	no action taken when emails sent via website e.g. barnet parking tickets	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn
05/07/2016 20:08	Poor	Council and Democracy	Publish your ward level EU Referendum results. Linking just to the Electoral Commission website is incredibly lazy. PUBLISH YOUR WARD LEVEL EU REFERENDUM RESULTS. ****	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html
06/07/2016 08:01	Poor	Waste & Recycling	Does not show collection dates.	Thank you for your feedback and sorry you were unable to confirm your collection dates using the post code search. Please contact our Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk to confirm your collection days. Apologies for any inconvenience caused	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
06/07/2016 09:53	Poor	Search	I wanted a quick check on an old number I have for Street-based Services in general. You failed to supply anything!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=street-based+services
06/07/2016 11:14	Average	Myaccount and lagan forms	I wanted to report broken glass in road which has been there for nearly 4 weeks.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.620077210368876&lng=-0.28027206659317017&streetId=20017780&location-landmark=Ranelagh+Court&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

06/07/2016 12:19	Good	Registrars	NCS service.	Thank you.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=NZ61aEquEliLEQMKZMr6M3IkQM2C7EbP
06/07/2016 12:59	Poor	Myaccount and lagan forms	Not working properly + not enough space to write the problem	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
06/07/2016 13:45	Good	Adults and Communities	I would like to state that since I've been using the network service in castle road Finchley I have gained an insight into my own mental health which is astonishing and very helpful the staff there are all professional and helpful throughout my stay so far I will continue to attend and hopefully be able to live a fulfilled life in the near future thank you ms Nich*lls	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/adult-social-care/mental-health.html
06/07/2016 15:51	Poor	Waste & Recycling	My address is C*nacle Close, NW* *UE I left my recycling bin out in the usual place last night. My neighbours' bins were collected but not mine. I tried to access the suggested form for non-collection but couldn't. Please will you let me know when the bin will now be emptied? M. G***	Thank you for your feedback and sorry you have experienced issues with your recycling bin collection and the online form. If this issue is still unresolved, please contact Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
06/07/2016 19:15	Poor	Council Tax and Benefits	give contact details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html
06/07/2016 22:23	Poor	Uncategorised	I think the Keep Barnet Clean is a great idea but how does Barnet plan to enforce it? Will you have people able to hand out fines patrolling the streets? Will you also be adding more rubbish bins and asking the rubbish collection men to take more care not to drop rubbish in the street when emptying our wheelie bins? Will you be bringing back the service of tips to collect large items? This would prevent a lot of the sofas and other furniture accumulating on the streets! Thank you.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/rubbish-and-littering/litter-enforcement.html

06/07/2016 23:50	Poor	Myaccount and lagan forms	Website not working	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=&lng=&streetId=&location-landmark=Car+blocking+my+drive+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
07/07/2016 11:23	Poor	Myaccount and lagan forms	2 days to solve urgent parking problems is crazy. Your parking enforcement team only deal with cars with VIN Number!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58634316301377&lng=-0.17380714416503906&streetId=20010380&location-landmark=next+door+skip+placed+at+top+of+road+is+blocking+23+driveway+accesses+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2098626881.1467884317
07/07/2016 12:17	Poor	Adults and Communities	This is outrageous! Not only the fact that you force people who are 95 years old, mostly blind, deaf and non-mobile to renew a blue badge they have successfully received on a number of occasions in the past, EVERY 5 years ? as if they are going to recover from their "symptoms" ? but also that there is no "renewal" facility where one can just testify that the existing proof that was accepted 5 years previously is still valid. No! One must start again and apply as if it's the first time! There is no facility to actually speak to someone as your robot cuts off after giving the advice to trot off to the local library where you'll find a computer to do it all on! This is pathetic and quite frankly ageist! I live in Germany and am trying to sort this out for my mother remotely. Please tell me where I can speak to someone about helping me to renew my mother's blue badge before it expires?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
07/07/2016 12:30	Poor	Public health	Not comprehensive	Thank you for your comment. I would be grateful if you could explain what further information you would like to see on the pages. The web links for both services are provided along with full contact details. If you would like further information about drugs and alcohol more generally there is a link to NHS choices on our health advice page. Please find the link here https://www.barnet.gov.uk/citizen-home/public-health/health-advice.html	https://www.barnet.gov.uk/citizen-home/public-health/Drugs-and-substance-misuse.html

07/07/2016 13:13	Poor	Council Tax and Benefits	how do i change bank details for council tax two telephone numbers it is impossible to talk to a human being your site says ring these numbers and we can change your details over the phone YOU TRY??...	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
07/07/2016 13:30	Poor	Planning & Building Control	When you click onto the links, you get a message saying that this page cannot be displayed.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
07/07/2016 16:59	Poor	Search	I was passed details from a Barnet colleague who was not very helpful, I was given a number to call, 02083593046, gentlemen greeted me as if he was answering his home phone. I advised him of my query and was told to write in. Are we in 1965, why would I need to write when I've had a similar query in the past and it was dealt with via the internet i would like a call back from a member of staff from the Highways department please. 07740 *** **2- Al**** Cot**y, Genesis Housing Association	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/search.html?keywords=highways
07/07/2016 18:22	Poor	Schools Information	Ur page dose not loda	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please complete the online form at https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries . Ultimately you can call our Schools team on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=TuVc951FJ1zTu43yKIREmqDPq5a8h0Ws
07/07/2016 23:46	Poor	Parking	There is not another way to apply for resident permit and when you use the application and write your postcode it couldn't find your address and system stop and rejected.unfortunately now is for month I have been invaloved in this sitation and when I call to barnet parking people just say sorry and go to website but we explained about that just they are not helpful.sorry sorry It does mean there is not somebody to hear the people.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html

08/07/2016 10:27	Poor	Waste & Recycling	Very clumsy user interface, needing to access a drop-down field for each bin type for a simple yes/no choice (radio buttons for yes/no would have been better). Also forces email address, which I would prefer not to communicate.	Thank you for your feedback and sorry you found the non collection form clumsy The yes/no options for each bin type are needed to enable residents to report on more than one bin but also for bins to be eliminated from the report. We are continuously making improvements on the site and are grateful for your suggestion which may be considered in any future update. Email address has been set as a required field so that the acknowledgement receipt of the report can be sent and also any follow up communications regarding the missed collection. We apologise for any inconvenience caused.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1218689148.1467969386
08/07/2016 12:16	Poor	Myaccount and lagan forms	Difficult to know where to type .Several attempts made and no success	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem
08/07/2016 12:23	Poor	Council Tax and Benefits	I would like a paper bill to send to my solicitor as I'm in process of moving! Thank you	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
08/07/2016 12:30	Poor	Planning & Building Control	upload building control form	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk. Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/building-control-forms.html
08/07/2016 13:01	Poor	Myaccount and lagan forms	I have sent three emails over the last month with the details of our moving out of the house which were supposed to be answered within 5 days but were completely ignored. We have therefore stopped the payment of this tax until an explanation over for which month the amount requested is due.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
08/07/2016 13:37	Poor	Search	I was looking for the opening hours of Hendon Cemetery as they change throughout the year. Previously they have been available on the website but I can't find them now..	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=opening+hours&resultsPerPage=10&page=4
08/07/2016 15:09	Poor	Myaccount and lagan forms	This is the 3rd time I have pointed out that the Barnet website appears to be insecure. Residents should be made aware so a letter to the local newspapers may be necessary.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61715387004934&lng=-0.18417656421661377&streetid=20023320&location-landmark=The+whole+street&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

09/07/2016 22:57	Poor	Myaccount and lagan forms	See my previous response. No mention is made of our Thursday collection of waste. Blue bins are referred to as "wast" instead of "recycling"	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200012899
10/07/2016 03:17	Poor	Business	The noise complaint service was poorly. I was unable to speak to someone	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html
10/07/2016 08:15	Poor	Waste & Recycling	Not happy as a pensioner I have replaced my internal doors and I have to pay the council lots of money to take away have paid my tax all my life and now have to pay for it to be taken away whilst they could be used in some old council properties	Thank you for your feedback and suggestion. Unfortunately the council does not operate free bulky waste collections due to the costs of collecting and disposing of the items collected. There are a number of re-use schemes operating in the borough that may be able to collect your items. Please visit the following page for more information: https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/furniture-re-use.html	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/commercial-recycling-and-waste/business-recycling.html
10/07/2016 08:17	Poor	Waste & Recycling	Not happy after just been a pensioner wanted to change doors in my flat I am going to be charged for them to be taken away when they could be used in a council house . Paid tax for refuge I don't see why I have to pay to have them taken away	Thank you for your feedback and suggestion. Unfortunately the council does not operate free bulky waste collections due to the costs of collecting and disposing of the items collected. There are a number of re-use schemes operating in the borough that may be able to collect your items. Please visit the following page for more information: https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/furniture-re-use.html	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/commercial-recycling-and-waste/business-recycling.html
10/07/2016 11:07	Poor	Parking	Have people on the phone who can make a decisio	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn
10/07/2016 12:03	Poor	Parking	i try to pay for resident parking and it doesnt allow me. It says offer has been accpeted already but i havent paid for anything yet	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
10/07/2016 13:17	Good	News	Great to hear that the rogue landlord Martin Marcus was jailed for 4 years	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/news/Letting-agent-jailed-for-rental-scam.html
10/07/2016 17:28	Poor	Parking	You gave me a ticket and you want a compliment??!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn

10/07/2016 18:24	Average	Business	I tried several times to complain about the noise already mentioned but so far nothing has happened for several month and I am sure people who lived here many years have done the same. The people who supposed to be responsible come extra late and then say there is no noise. Of course, when they don't come there is no point to complain when it is happening. In the past it was the police dealing with ant-social behaviour of all sorts who took it very seriously and now the council is hardly taking responsibility. I was told they can't deal with this problem.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=3FQjwbfkijNOVgCHGeaeJ3zI0oumreiW
10/07/2016 20:20	Good	Libraries	Role Dahl	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services/The-Big-Friendly-Read--Summer-Reading-Challenge-2016.html
10/07/2016 21:38	Poor	Schools Information	The criteria for eligibility for free school meals was ambiguous	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please complete the online form at https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries . Ultimately you can call our Schools team on 0208 359 7651	https://barnet.gov.uk/citizen-home/schools-and-education/parents/free-school-meals.html
10/07/2016 22:09	Poor	Council Tax and Benefits	I am trying to find out about discounts for unoccupied properties - it takes me to the youGov website, which is where I was directed to the Barnet council website - basically not answering my question and literally sending me around in circles!! Not helpful at all!!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html
11/07/2016 09:26	Poor	Council and Democracy	I wanted a telephone number so that i could speak to someone about the new rules for landlords	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
11/07/2016 10:50	Good	Waste & Recycling	A box should be provided when reporting a missed refuse collection so that a comment can be made if appropriate.	Thank you for your feedback and your suggestion. We constantly make improvements to the web pages and form and your suggestion will be considered when the forms are updated. Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection

11/07/2016 11:54	Poor	Children's Services	The website as a whole, is poorly set out and dull. Couldn't find an answer to my query, link in wrong places, etc.. and not even sure that the telephone number that I have managed to glean, will even be of help. Looking forward to be put from extension to extension, before I can get any answer to my query.	The information on the record is correct, with the correct telephone number for the FIS team who are best placed to answer your queries. Hope you have found the information you were looking for.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c287258583f&view=true
11/07/2016 12:12	Poor	Waste & Recycling	Should highlight what informaiton it wants, not just refuse to proceed	Thank you for your feedback and sorry you have experienced issues with the online form. There are mandatory fields in the form which will be indicated by a red asterick * if it is missing. Sorry you were unable to proceed with your form. If the issues is still unresolved, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=167104374.1468235213
11/07/2016 12:15	Poor	Children's Services	it would help if a search for childcare providers could be refined by post code	The Childcare Directory has been updated and you are able to find childcare from Postcode serch using the following link https://familyservices.barnet.gov.uk/PublicEnquiry/SynergyEnglishHome.aspx	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853a84ae7c2872585a85&list=true
11/07/2016 13:22	Average	Waste & Recycling	I've reported non collection of bins before and no reply came and no action was taken.	Thank you for your feedback and sorry you have experienced problems with your bin collection. Once you have submitted your online form you should receive a acknowledgement receipt with a reference number. You can use this to follow up your report with our Street Based services team. Apologies that your report was not actioned, if this issue is still outstanding please contact the team on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1714926071.1442925986
11/07/2016 13:38	Good	Schools Information	All information has been clear and easy to follow.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/5-Reason-for-application.html?mgnlFormToken=HoXEfAUiPkUGJfUH2lwrAmeDBcgfsFAi
11/07/2016 14:45	Poor	Uncategorised	Bins in Accommodation road 18/18a are always full and fly tipping happens all the time because the street isn't monitored either by the police or CCTV	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/rubbish-and-littering.html
11/07/2016 16:50	Poor	Waste & Recycling	No contact for the requests, ignorance of requests.	Thank you for your feedback and sorry you have not received any follow up on your request. If your request is still outstanding please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html
11/07/2016 17:18	Poor	Council and Democracy	Just tell me your address + Phone number - simple	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

11/07/2016 18:18	Poor	Parking	I simply wanted to find out the parking restriction in a specific place. All I got was endless maps with no information. This is rubbish. As a Barnet resident I'm not happy my council tax is being spent to make stylish web pages that don't give you the information you need in a straight forward simple way	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
11/07/2016 18:43	Poor	Waste & Recycling	About green bin collection my green bin should be collected every 2 weeks but for the last 3 times it is collected EVERY FOUR WEEKS I don't know what your guys do MAYBE DOWN THE PUB but it must be a very short working day for them if they don't collect the bins and to think I PAY THEM please look into this I am not happy about this.	Thanks you for your feedback and sorry you have experienced issues with your green bin collections. Green bins should be collected fortnightly so apologies this has not been the case. If this is issues is still unresolved please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=133672445.1468019182
11/07/2016 20:22	Poor	Parking	Make it work	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
12/07/2016 10:06	Poor	Council and Democracy	No one answers a phone a deals with a problem. Your website is awful and your phone system seems designed to keep you on for ever,waste your time and then cut you off. Why am I not surprised? Just angry!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=KiDklUBOj4YB5ot6PEne1toGklAwB8rc
12/07/2016 10:17	Poor	Children's Services	No active link	Thanks for your comment, this record has now been deleted from our directory as we are unable to contact the organisation to update their details.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c2872585922&view=true

12/07/2016 10:31	Poor	Myaccount and lagan forms	Not helpfull.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&contactName=Council+tax&contactEmail=local taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/CTAX_DDmandate.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-
12/07/2016 11:01	Poor	Waste & Recycling	form to report missed bin collection not working	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=2037551951.1467991140
12/07/2016 12:03	Poor	Adults and Communities	automated website when i finally got somewhere, i was cut off before the call was redirected	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately, please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/About-adult-social-care.html
12/07/2016 12:16	Poor	Myaccount and lagan forms	Tried phoning, was referred to website and phone cut out. Tried to register for council tax was logged out. Tried again same problem useless	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/register.html
12/07/2016 12:42	Poor	Children's Services	The link to the website does not work.	Apologies if you are having trouble linking to the correct page - the link is working. Please see the link below - https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/barnet-send-information-advice-and-support-service.html	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854284ae7c2872585d99&directoryRecordId=54e3854584ae7c2872585dd5

12/07/2016 13:34	Poor	Parks	NO MAPS	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/play-areas.html
12/07/2016 13:48	Poor	Council and Democracy	looking for housing registration form i did not find	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html
12/07/2016 13:50	Poor	Myaccount and lagan forms	Couldn't get to a link where I could actually write what the problem was.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
12/07/2016 14:44	Poor	Waste & Recycling	Bin men failed to collect today. There was a Van in front of my bin but as it was visible and also in front of the property then it should have been collected	Thank you for your feedback and sorry your bin was not collected. There may have been problems with the collection crew accessing your bin. If this issues is still unresolved please contact Street Based service	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
12/07/2016 14:48	Poor	Waste & Recycling	poor service!!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1321721911.1468330727
12/07/2016 15:19	Good	Registrars	None	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=R7kE29YLg9HRyYMFeKNInNoBeeiwGPqf
12/07/2016 15:21	Good	Registrars	None	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=R7kE29YLg9HRyYMFeKNInNoBeeiwGPqf
12/07/2016 17:55	Poor	Waste & Recycling	Get a professional to do a professional, for a change! Paying "peanuts get monkeys," if you understand this OR buying CHEAP services, means doing it twice, to get it right and costing more! OR Penny (currency 'p') wise, '?' foolish. If you understand any of these quotations!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1943103105.1468341847
12/07/2016 18:25	Good	Council Tax and Benefits	Good job!	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=wfnTPtVBLa4LH7pLrRFP8ikjzJAqFkQ

12/07/2016 19:05	Average	Waste & Recycling	Please arrange for collections to be made on day YOU stipulate	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
13/07/2016 10:22	Good	Highways	i would like to get a house in mill hill	Thank you. You can find more information about housing	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853384ae7c2872585248&directoryRecordId=54e3853584ae7c28725855b5&view=true
13/07/2016 10:41	Poor	Homepage	Link to council & democracy page not working .	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
13/07/2016 11:43	Poor	Parking	I keep calling the line and they cannot hear on the other end. This is a regular occurrence and nothing to do with our phones here as we speak to to other companies on an hourly basis.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
13/07/2016 11:44	Poor	Waste & Recycling	Wheres the form???	Thank you for you feedback and sorry you were not able to access the non collection form. This may have been a temporary error as the form has now been accessed and tested. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1446168095.1459351010
13/07/2016 11:58	Poor	Registrars	Full list of fees including right to erect memorials	We are sorry for the inconvenience caused. Thank you for your comments. Please note that we do not provide information about funerals and cremation services.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cost-information.html
13/07/2016 15:17	Poor	Council Tax and Benefits	phone options are far too long.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=b6tp3xb2v712HPHK7Zyp2PhOhWqaMEmJ
13/07/2016 15:21	Poor	Myaccount and lagan forms	We have an abandoned car outside our house in the street, Meadway, and there was no way of reporting this. It may be that someone is looking for a stolen car and I have now had to contact the police instead	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58075904692649&lng=-0.1830446720123291&streetId=20029280&location-landmark=65+mea&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1431824132.1466436718

13/07/2016 15:38	Poor	Search	All I want if the form to fill in for missed rubbish collection. I You cant speak to anyone and the form does not come up	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=where+is+the+form+for+missed+collection+of+rubbish
13/07/2016 16:08	Poor	Council Tax and Benefits	No option for landlords to regiaster their interest	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html
13/07/2016 16:10	Good	Libraries	yay i love it because its fun go summer reading challenge	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services/The-Big-Friendly-Read--Summer-Reading-Challenge-2016.html
13/07/2016 16:59	Poor	Waste & Recycling	I am trying to do something that supposedly takes 2 minutes however it's taking a lot longer just to try and locate the form, when clicking the link the form isn't loading at all.	Thank you for you feedback and sorry you were not able to use the form. This may have been a temporary error as the form has now been accessed and tested. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=132760579.1468425501
14/07/2016 08:43	Good	Libraries	The ease of doing the library order online	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/email-receipt.html?mgnlFormToken=clbz6RTVIYCis7iSc8A0kyMxyWVM6UWg
14/07/2016 10:13	Average	Planning & Building Control	Would have liked a "forms" section instead of reading through irrelevant info to find the correct part.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk. Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=WpuE6FzOvwzhXeIX34anFm37pPA2jXp
14/07/2016 10:21	Good	Myaccount and lagan forms	the pothole is one that has been repaired in previous years,it is dangerous to cyclists and motor bikes. more worrying is that stones are flung out of the pothole,and with a nursery at the end of the road small children could easily be hit by flying stones.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60241710190376&lng=-0.14608919620513916&streetId=20031220&location-landmark=15+Newton+Avenue+N10+2NB&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2076106766.1468487739
14/07/2016 10:35	Poor	Parking	Yes, there should be a simple map shere howing the outline of the CPZ zones with a key showing what time they relate to. This map just shows the grid and you can't get the so-called legend to display on it... very irritating indeed....	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html

14/07/2016 13:51	Poor	Planning & Building Control	Get an interactive map - IMPOSSIBLE to find out if a property is in a CA!!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html
14/07/2016 15:02	Poor	Parking	wheres the phone number	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html
14/07/2016 15:13	Poor	Council Tax and Benefits	Every time entered my new address (6 times) said incorrect	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=MmE1KBAXzkrVK9kJcGf0xtuxkn7SBGpr
14/07/2016 15:30	Poor	Search	I know you don't want to make it easy for people to start court proceedings against you but come on...	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/search.html?keywords=insurance+section+
14/07/2016 15:36	Good	Myaccount and lagan forms	Thank you	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/profile.html?token=9b3dccb3-8049-4128-a5aa-1dfdcf98b94d
14/07/2016 20:18	Good	Council and Democracy	Tab is needed to upload pictures for proof!	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=lvpGrP997rG6XqZvkhapJsYKe1dwpq8M
14/07/2016 20:44	Poor	Planning & Building Control	I wanted to know current consultations. These are all over	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-consultations.html
14/07/2016 21:51	Poor	Parking	I'm due to renew my parking permit for my 1.6 Volvo V50 as last year I was paying ?30 and now I'm asked to pay ?70	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
14/07/2016 22:42	Good	Council and Democracy	Please explain on the page why the Tara Khatri is the Deputy Mayoress. Is it simply because she is the wife of Mr Sury Khatri? This point was not explained on the Deputy Mayor's page.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages/the-deputy-mayor.html
15/07/2016 08:38	Poor	News	Dates are LAST YEAR!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/news/temporary-road-closures.html

15/07/2016 09:25	Poor	Myaccount and lagan forms	Ludicrous that I could not report this problem by phone, kept getting cut off no matter which option I selected! Not everyone has internet access and there should be provision to simply report a problem, in the past it was a fairly simple process, one would speak to a person who would put you through to the correct dept. It appears you now make it difficult on purpose.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59036061877261&lng=-0.25062913075089455&streetId=20010620&location-landmark=Opposite+No.+22+Court+Ways&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=500196322.1464089265
15/07/2016 09:28	Poor	Myaccount and lagan forms	This site claims that I can ring a phone number to set up a direct debit. That number, several minutes and a few robots into the call, just directs me to this webpage and invites me to print off a paper form, fill it in and post it to you. That's not quite the same thing as "To set up automatic payments on a date that suits you call us on 0208 359 2608 or complete the Direct Debit set up form." Is there really no way to set up a direct debit online?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/CTAX_DDMandate.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-
15/07/2016 13:54	Poor	Highways	nothing ever works. can't cancel my parking permit	Thank you for bringing this issue to our attention. We apologise that you have encountered difficulties cancelling a parking permit. Please contact the London Borough of Barnet Parking Permits, PO Box 49065, London N11 1UZ, Tel: 020 8359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html
15/07/2016 15:29	Poor	Adults and Communities	this web page only offers the services of one provider of meals on wheels in barnet.. surely there must be more!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. For further queries, please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/Support-with-meals/Hot-meals.html
15/07/2016 15:42	Poor	Parking	No mention of where vouchers can be purchased	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/cashless-parking-and-parking-vouchers.html

15/07/2016 16:31	Average	Myaccount and lagan forms	It would be great to view a statement of council tax payments.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/CTAX_DDMandate.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-
15/07/2016 17:51	Good	Council Tax and Benefits	Whenever need to get in touch told to email then no response	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=FYXvo6IDIBL1Zvcf39ueF2AibSQnRm4V
15/07/2016 18:06	Poor	Council Tax and Benefits	Have been trying for two weeks to pay council tax online but the page will not let you add account ref. Nobody answers the telephone to pay either.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=21.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=706475645.1468601993
15/07/2016 19:18	Poor	Parks	There is no park anymore as it's all been built on..... Disgraceful of Barnet Council to sell it off for profit...!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a64
15/07/2016 20:00	Poor	Council Tax and Benefits	should improve the	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=73Klrfllz62DCAgYwXdEXDxUjwnS5MsZ

15/07/2016 23:29	Poor	Myaccount and lagan forms	I HAVE SET UP A DIRECT DEBIT WITH MY COUNCIL TAX ACCOUNT WHICH WAS CONFIRMED BY LETTER BUT LATER TODAY I RECEIVED A TEXT STATING THAT ?205.64 COUNCIL TAX IS OVER DUE I TRY VIEW THE SITUATION ON LINE ACCOUNT BUT THE SYSTEM IS TELLING ME MY ACCOUNT IS WRONG I TRIED SEVERAL TIMES STILL SAME JUST GOT FED UP WITH IT. I SUGGEST THAT THE COUNCIL SHOULD MAKE IT EASY AND SIMPLE FOR EVERYONE TO HAVE IT EASY USE THE WEB TO THEIR ACCOUNT THANKS.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
16/07/2016 08:44	Poor	Waste & Recycling	quicker easier sites needs all I am trying to do is say the green bin has not been collected on our road last week.	Thank you for your feedback and sorry you have experienced issues with your green bin collections and problems with the online form. If this issue is still unresolved, please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
16/07/2016 13:21	Good	Waste & Recycling	Mop	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=pUZTp7fVHVzU9sUk4yRMpjKyd7Ke5niB
16/07/2016 14:14	Poor	Waste & Recycling	Rubbish company communication	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852c84ae7c2872584b02&directoryRecordId=54e3852c84ae7c2872584b41
16/07/2016 16:59	Poor	Waste & Recycling	our recycling is continually ignored you have my email and phone number yet never bother to explain why? Does Barnet care about recycling or not?	Thank you for your feedback and sorry you have experienced issues with your recycling collections. If this issue is still unresolved, please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
16/07/2016 17:08	Poor	Adults and Communities	Some pages on your website require much information, not always immediately accessible. Please allow more time for customers to complete the pages.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. For further queries, please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report.html?mgnlFormToken=bYPe2bolebjJKk94tbQDdurak5YyZqAZ9W
16/07/2016 17:52	Poor	Waste & Recycling	I asked for green waste collection dates....	Thank you for your feedback and sorry you were unable to confirm your garden waste collection dates. If this issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/07/2016 22:08	Good	Waste & Recycling	Great job.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=nuReiSlaOQt9xzt2dWgtKqWSCT5WvGgk

17/07/2016 07:06	Poor	Myaccount and lagan forms	Site doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
17/07/2016 07:21	Good	Libraries	good	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c11
17/07/2016 07:53	Good	Libraries	excellent	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/edgware-and-burnt-oak/burnt-oak.html
17/07/2016 09:41	Poor	Waste & Recycling	Fine to suggest reporting non-collection hugely frustrating when it then cannot be done!	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
17/07/2016 10:04	Poor	Waste & Recycling	Green waste not collected on 16 July.	Thank you for your feedback and apologies you did not receive a garden waste collection. If this issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection
17/07/2016 10:06	Poor	Parking	no car park opening times listed	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/car-parks.html
17/07/2016 10:14	Poor	Waste & Recycling	I went onto the website to report that my green bin, and those of my neighbours, was not collected on Sat 16th July. I got as far as selecting report a non collection and the page froze. It is not my computer as every other part of the website worked. I can only assume that it has been inundated with non collection reports.	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1912981918.1468597872
17/07/2016 11:30	Poor	Waste & Recycling	Fed up of wasting my time trying to report missed and overflowing bins.	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=false

17/07/2016 14:48	Poor	Parks	terrible!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/sport-and-fitness-in-barnet-parks/outdoor-fitness-and-sports-courts.html
17/07/2016 20:49	Poor	Waste & Recycling	I have reported a green waste non collection three times now - I have not had a collection in weeks with no explanation	Thank you for your feedback and apologies you have experienced issues with your green bin collections. AS this issue is ongoing please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1651484049.1466535232
17/07/2016 21:41	Poor	Waste & Recycling	very poor bin collection service.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send your enquiry to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1501804628.1459976887
17/07/2016 22:00	Average	Planning & Building Control	There are features of the Barnet website that I know exist, but which are seemingly impossible to locate, either through the pull down menu or through a search using any number of separate terms.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk. Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/finchley-garden-village-conservation-area-character-appraisal.html
17/07/2016 22:17	Average	Business	My comment is about this survey - when you get to the next window is very hard to get to the to reach the save and continue button, only a tiny bit appears at the bottom of the website window	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/personal-licences.html
17/07/2016 22:31	Poor	Planning & Building Control	Unfortunately the website does not provide all of the relevant information relating to planning history for a building that is required for an application, or is provided by other local authorities.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk. Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
17/07/2016 23:53	Poor	Homepage	You lot are fucking tossers	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
18/07/2016 07:33	Poor	Waste & Recycling	I wanted to report non collection of recycling bin . It stated online form and i would need address andvit would take 2 minutes but there was no form online	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html

18/07/2016 09:21	Good	Barnet Homes	Ko	Thank you for your positive feedback	http://thebarnetgroup.org/bh/regeneration/frequently-asked-questions-for-non-secure-tenants-on-regeneration-estates/
18/07/2016 09:23	Poor	Children's Services	Most of the Parent and Toddler groups advertised are out of date. Please remove those that are out of date, or haven't been active for a year.	Thank you for your comments we have passed this information on to the relevant team to update the directory.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853584ae7c28725855ee&directoryRecordId=54e3853584ae7c287258560c
18/07/2016 10:10	Poor	Waste & Recycling	You seriously need to upgrade this site, make it more presentable and give confirmation of a report and response's like an email thanking you for taking the time and apologise saying it will be passed on and dealt with in ??? otherwise a complete waste of time	Thank you for your feedback and sorry you experienced problems with the non collection online form. There may have been temporary technical issues at the time but the form is now working. Upon submitting the form you will get an acknowledgement receipt and email confirmation thanking you for your report and providing you with a reference number. Sorry this was not the case. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1164428154.1468832536
18/07/2016 10:31	Poor	Council and Democracy	Have entered details correctly, just going around in circles, trying to complete form.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/3-Customers-details.html?mgnlFormToken=BHbeztaBp72QynBRzZVm7rKRdfxUydyw
18/07/2016 10:59	Average	Waste & Recycling	There was no space/specific box to leave any additional details	Thank you for your feedback. Your suggestion will be considered for any future updates on the form.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=42060546.1464692290
18/07/2016 12:02	Poor	Homepage	AWFUL SYSTEM	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
18/07/2016 12:08	Poor	Myaccount and lagan forms	report the problem was unachievable	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65424157074921&lng=-0.20273208618164062&streetId=20043580&location-landmark=10+Union+Street&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1267480637.1468839713

18/07/2016 12:32	Poor	Council and Democracy	your telephone message doesn't give you an option to speak to an operator or to go back to select another option. it just says 'you have not selected anything goodbye'. This is rather silly. Could someone please look into this. but this is not how a busy and high in demand government should operator. thank you	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
18/07/2016 12:52	Poor	Myaccount and lagan forms	i could not update my details	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
18/07/2016 15:20	Poor	Myaccount and lagan forms	Our address doesn't register the bin collection dates. If I choose another house number, the detail comes up so you just need to match it to all the addresses. thanks !	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
18/07/2016 15:44	Poor	Myaccount and lagan forms	I tried calling but got a machine telling me to try the website. The website is not letting me report the problem.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
18/07/2016 15:55	Poor	Council and Democracy	moving into the borough Unable to talk to a representative	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
18/07/2016 16:55	Poor	Parking	does not lead to a challenge	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn
18/07/2016 17:43	Poor	Parks	Mill hill rugby club losing there pitch	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/leisure-centres.html
18/07/2016 17:59	Poor	Myaccount and lagan forms	I want to report an abandoned vehicle, but you simply give an email address for doing that	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61750818650985&lng=-0.16546547412872312&streetId=20016700&location-landmark=Torrington+Park+end+of+Friary+Ways&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1536850588.1468355292

18/07/2016 19:15	Poor	Parks	Please please don't take away diving.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/leisure-centres.html
18/07/2016 20:51	Poor	Business	Trying to report noise which has been going on for over 6 hours (loud music - festival loud!!!) from flat across mine. Your telephone service is not operational - you call out of hours, because it is Monday it tells you to call the normal hours line. You call that number, it tells you they are closed and to call after hours... Then there is option to report online but you can't do this unless you know specific address and postcode. What is the use? In the meantime, the kids cannot sleep with the music and it is a school night. The specific person is ALWAYS disturbing with noise and fights and talking on his mobile in the garden at 1am up to 3 am! This page is USELESS in helping us find peace. Not everything is cut according to measure and I am disabled and cannot go there to see his door number.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/2-Address-of-nuisance-noise-complaint-.html?mgnlFormToken=O16zEAQIM1xqte2H618SNeii7GRxRL8n
18/07/2016 21:27	Good	Council and Democracy	As a resident in Bells Hill I am concerned about the recent parking restrictions in Soring Close . I would like to know if Soring Close is a private road and if not why have 24 HR restrictions been put in place . I look forward to your reply . Thank you	Thank you for your positive feedback	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/4-Nature-of-contact.html?mgnlFormToken=xU0l3JF3LsJtdqwNf1rm3FQln5hP6fqM
18/07/2016 21:37	Poor	Myaccount and lagan forms	As above	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61247047083541&lng=-0.14434576034545896&streetid=20013375&location-landmark=Fence+recently+contracted+obstucting+access+to+foot+path&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1465722715.1468679588

18/07/2016 22:08	Poor	Myaccount and lagan forms	There seems to be no way to enter the problem on your website.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5783770264259&lng=-0.22672176361083987&streetId=20033520&location-landmark=126+park+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1398219362.1415567145
18/07/2016 23:06	Poor	Business	why is there no service for out of hours noise complaints on a Monday night?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html
18/07/2016 23:09	Poor	Parking	How can I challenge my PCN if it says "type in your Penalty Charge Notice" it does not make sense	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking
19/07/2016 00:45	Poor	Schools Information	My child attended a USA school and the application won't recognize it.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please complete the online form at https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries . Ultimately you can call our Schools team on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/4-Current-previous-school.html?mgnlFormToken=Dvkd4j0ZL9ExUW67TKCafbT2wjtTD0VX
19/07/2016 07:28	Poor	Council Tax and Benefits	I am extremely unimpressed that the direct debit mandate has to printed out and completed by hand. Why not a web form like every other company who set up direct debits? I don't have a printer!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=tA2oCxQhQyu9IzLk1E68rC0pVVIPJ5zi
19/07/2016 08:35	Poor	Council and Democracy	make sure your web site works please	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

19/07/2016 09:21	Poor	Council and Democracy	I am after archive service. I was a fireman from Middlesex Fire Brigade that attended the very large fire (roof) at Hampden School in 1961. I would like to either contact someone or get photos of this incident. It was a Herts fire brigade job but Middlesex sent in 2 sets of high wheeled escapes to assist Herts Fire. Service. Hearts had no turntable ladders at this time where as we had a set at Edmonton and Acton. Perhaps they were too expensive for Hertfordshire Brigade. Chief Officer Blackstone attended this large fire.. e.s***ders*7@b*****net.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
19/07/2016 10:10	Average	Council and Democracy	I would prefer to speak to a human being but that has been unsuccessful	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details-.html?mgnlFormToken=YuU24GZnWaN4M7GY6wzDGLeqo2yHTLoA
19/07/2016 10:58	Poor	Waste & Recycling	green bin collection is more than poor, missed collections,collecting on wrong dates and not informing residents. web page for waste collection dates not kept to date or given information to let residents no there's a problem ,so the web site is not fit for purpose, the same can also be said by telephoning customer services.	Thank you for your feedback and apologies you have experienced issues with your green bin collections, website and telephone line. If your collection issues are still unresolved, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. We are constantly trying to improve the quality of information given on the website and welcome your feedback which will be considered. We are currently working to upload updates to the system shortly. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
19/07/2016 11:41	Poor	Council and Democracy	I ve tried to call because in my work we have the worst conditions. We cannot breath because we don't have ventilation in the second floor and they told me Uk don't have any law to protect people who works. It's a public problem!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
19/07/2016 12:39	Poor	Waste & Recycling	Bert Haulage Limited Very rude and disgusting attitude from Mrs H*I*n Cr*n*n. These people should not be representing the council if people like Mrs Cronin are going to hold a public facing role. Never have I had dealings with a business that would use personal insults.	Thank you. This issue does not relate to a company used by the council. Please direct your complaint to Bert Haulage Ltd.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852c84ae7c2872584b02&directoryRecordId=54e3852c84ae7c2872584b03
19/07/2016 15:09	Average	Myaccount and lagan forms	None	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

19/07/2016 15:22	Poor	Myaccount and lagan forms	A problem occurs when trying to report a problem.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.624571372071976&lng=-0.13908058404922485&streetId=20046120&location-landmark=Waterfall+Walk&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=134689894.1440241699
19/07/2016 15:23	Poor	Business	Poor customer service provided regarding business rates	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/business-rates/business-rates-change-of-circumstances.html
19/07/2016 17:11	Poor	Waste & Recycling	My bin has not been collected for 2 weeks	Thank you for your feedback and sorry you have experienced issues with your bin collections. As this is ongoing, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk so that this can be investigated. Apologies for the inconvenience	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
19/07/2016 18:42	Average	Waste & Recycling	Asking for rating a page before making the report of the problem	Thank you for your feedback. Your comment will be reviewed and considered for any future improvements.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=611090563.1468950004
19/07/2016 20:04	Poor	Environmental Health & Trading Stand	There is nobody to complain to about an alarm on a Tuesday evening. This has been going off for well over an hour!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/environmental-health/noise.html
19/07/2016 20:32	Poor	Council Tax and Benefits	Your form for canceling council tax doesn't work if you are leaving the country--I know this is hard to believe that someone would want to leave! Your phone service doesn't seem to have any live people but keeps sending me to this webpage to fill out a form which I can't access. I have sent an email--over five working days ago--and haven't gotten a reply there either. Technology cannot replace people!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=k2i9rluif9D3C9O9mr0qfE1w8yJBpNVa
19/07/2016 23:05	Poor	Parking	Need parking but no idea where to go. No help on this site	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html

20/07/2016 00:54	Poor	Myaccount and lagan forms	constant errors,I cannot use the website to pay or view my council tax,this is unacceptable. also the whole webpage is not compatible with Safari browser or any iOS device (iPad/iPhone).	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
20/07/2016 07:39	Poor	Waste & Recycling	I can't report my missed bin collection because the former doesn't work.	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=178939464.1467843560
20/07/2016 08:12	Poor	Waste & Recycling	its not working. I cannot download the collection dates	Thank you for your feedback and sorry you experienced problems with the bin collection dates search. This may have been a temporary issue as the search function is working. If you still need to confirm your collection dates please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/07/2016 09:42	Poor	Homepage	As a local Government expert I am unable to navigate this site, it has no logic, the search function is awful	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
20/07/2016 09:53	Poor	Waste & Recycling	Your on-line forms do not work!!!! Very frustrating. I needed to report a non-collection of my bins, but was unable to access the form as any links did not work. You need to fix this!	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
20/07/2016 10:04	Poor	Waste & Recycling	no form present on the page	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1939095453.1452611782

20/07/2016 10:28	Poor	Parking	I have a residents parking permit and I would like to renew it. I also noticed a transaction taking money from my bank account under Barnet FS021- I think this might be an automatic renewal. So I want to check- online is not working and the contact number is out of order! I have not had an email reminder or notification that renewal has taken place and now that permits are virtual - I've no means of checking, but, as I've said the website doesn't let you check, and the number is out of order!! In the mean time I cannot park my car. This is NOT acceptable.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
20/07/2016 12:03	Poor	Myaccount and lagan forms	there is no option to retrieve a half completed application	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://barnet.gov.uk/citizen-home/my-account/parking.html?contactName=Parking&contactEmail=parking.permits@barnet.gov.uk&oldPersonsFreedomPassLink=/citizen-home/adult-social-care/advice-and-support/transport-options/freedom-pass-for-older-and-disabled-people.html&disabledFreedomPassLink=/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html&trafWebLink=http://www.barnettraffweb.co.uk&contactTel=020+8359+7446&pinSent=true&citizenEmail=kavoussianf@hotmail.com
20/07/2016 13:30	Poor	Myaccount and lagan forms	I am mazed thsat you don't hold any information about my address, in relation to waste collections! I have only lived herfe for 26 years	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
20/07/2016 18:34	Poor	Waste & Recycling	Feed back comes , instead of what one is looking for.	Thank you for your feedback and sorry you were unable to find the information your were looking for. If this is still unresolved, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1331669072.1466526026
20/07/2016 19:36	Poor	Myaccount and lagan forms	make the site so that it can be used. i realise that this is not in the council's interest - you would get more complaints	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/register.html
20/07/2016 19:38	Poor	Myaccount and lagan forms	HOW TO COMPLAIN	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/register.html

20/07/2016 19:43	Poor	Waste & Recycling	make it work	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
20/07/2016 21:05	Poor	Council and Democracy	10 working days is to long for a reply back. I can't really find exactly what I'm looking good for so had to guess it even after a phone conversation with member of staff at barnet council	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=AxboaFHLdcn9buz3ZBOI7Ygi3jq5acwX
21/07/2016 08:25	Poor	Children's Services	NO ACEPTA NUMEROS DE TELEFONOS RAZON POR LA QUE NO SE PUEDE RELLENAR EL FORMULARIO	Thank you for your comments, you are not able to complete the form as only practitioners are to complete this form on your behalf.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/2-Details-of-person-making-contact.html?mgnlFormToken=YI3M1Y3SzuJAGnlqYuCRSIA2j2IHw4r
21/07/2016 10:22	Poor	Waste & Recycling	It is impossible to find the form and when I eventually did it did not allow me to complete it for the green bin only.The form is terrible. Our bin has been forgotten for the last 2 collections. The form also jumps up and down and is impossible to complete and I am sure that those who wish to complain merely give up and this allows your complaint numbers to remain low.	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms.html
21/07/2016 10:30	Poor	Libraries	the next button doesn't work on this page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=2100786376.1464443479
21/07/2016 11:21	Poor	Highways	Parking is too expensive in Barnet and a disincentive to using the high street	Thank you for bringing this issue to our attention.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584e03
21/07/2016 12:24	Poor	Myaccount and lagan forms	The inclusion of a symbol in the password makes it more difficult to remember	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/register.html
21/07/2016 12:58	Poor	Waste & Recycling	You do not take into account my particular request, nor indicate any link where I can find it. This website is worse than useless!	Thank you for your feedback and sorry you were unable to resolve your query on the website. If this issue is still outstanding please contact our Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/07/2016 13:01	Poor	Waste & Recycling	You do not give me the option I need, nor do you give any link to enable me to do so.	Thank you for your feedback and sorry you were unable to resolve your query on the website. If this issue is still outstanding please contact our Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

21/07/2016 13:47	Poor	Myaccount and lagan forms	i can submit responses in the fields	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
21/07/2016 13:51	Poor	Myaccount and lagan forms	This is a thoroughly annoying website where trying to explain a problem is impossible due to constant returning to a previous page. However, Richard Cornelius wrote his Leader's column in Barnet First and stated that sometimes things go wrong and referred to electoral paperwork on 5th May. The staff worked quickly to rectify the issue. If only staff would rectify missed collections of waste bins and recycling bins. Barnet Customer Services and Street-based services seem to be indifferent to complaints about non-collections and are unwilling to organise collections to make up for missed collections. My blue bins, and my neighbours, have not been emptied for nearly three weeks now. My complaints about these matters now have a history going back to early last year.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60781907070823&lng=-0.23216832429170609&streetid=20033240&location-landmark=Copthall+Girls+School&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false
21/07/2016 13:55	Poor	Council Tax and Benefits		We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/change-of-address.html
21/07/2016 15:02	Poor	Highways	Reported an abandoned car (Rover 25 Reg Y484 LJR) outside 10 Connaught Av East Barnet a month ago and nothing had been done, advised investigations can take 8 weeks We have a house full of Romanians buying & selling from the street & that seems to be ok	Thank you for bringing this issue to our attention. We ap	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/abandoned-vehicles.html
21/07/2016 15:08	Poor	Council and Democracy	I have tried several times to get through to the Env Health team. I select option 2 on the phone which is general enviro queries and the phone line goes quiet, no one answers and the line does not go dead, it's just crackling. I've tried phoning the operators and they can't hear me. I've been able to phone lots of other companies today using my landline and mobile and all has been fine so it must be at your end. it's very frustrating.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html

21/07/2016 15:15	Poor	Waste & Recycling	Could not access the form to report a non collection of bin	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=156334438.1429476650
21/07/2016 15:35	Poor	Homepage	links are not working	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
21/07/2016 22:12	Poor	Parking	The "careful" consideration of evidence and the professionalism and discretion of the parking enforcement officers' opinion is "exemplary". NSL is so overzealous to secure high revenue targets for Barnet that you get a PCN even if you've paid the parking fee.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html
21/07/2016 23:20	Poor	Parking	This web advice basically says if you question the validity of a PCN notice then you will most likely forced to pay the higher value. Regardless of poor road design. Absolutely shocking and extortion. Especially when you call Barnet parking for advise only to be told we give no advice. We put source our parking to NSL. Really bad service and poor advice. Lose reference to Acts without any specific clause being referenced.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/About-driving-penalty-notices.html
21/07/2016 23:36	Good	Myaccount and lagan forms	none	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/profile.html?token=efcb2ee7-987e-42e2-99cf-ab6742fbefec
21/07/2016 23:58	Poor	Myaccount and lagan forms	Unable to describe the problem I want to report	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
22/07/2016 05:01	Good	Waste & Recycling	Stop asking us to comment on each page	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1754028517.1469159789

22/07/2016 09:11	Poor	Waste & Recycling	reporting non collection of food waste bin. No form to complete and report with	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
22/07/2016 11:25	Poor	Waste & Recycling	It took me around 30 minutes to get to speak to someone. Too many automated	Thank you for your feedback and sorry you have experienced delays making contact with the council. You can also use the website to report most problems and is available 24 hours a day. Visit: www.barnet.gov.uk/recycling	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/4-My-bin-is-lost.html?mgnlFormToken=0vFdhJUfnCWAQ68AcCxv7CPTAZOTrHI
22/07/2016 11:41	Poor	Children's Services	Page not found! How it can be with a goverment website	Thank you for your comment, there may have been an intermittent error on the website - that is why the page may not have been available	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms.html
22/07/2016 12:33	Poor	Myaccount and lagan forms	Too slow to respond and changed info after I pressed submit	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.616802048970236&lng=-0.265994668006897&streetId=20015460&location-landmark=Orchard+Crescent&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1851814347.1469186944
22/07/2016 12:36	Good	Myaccount and lagan forms	n/a	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.615463022145356&lng=-0.2646428346633911&streetId=20025740&location-landmark=orchard+crescent&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
22/07/2016 14:02	Poor	Libraries	Childs Hill Library has moved to South End Green, Hampstead???? NW3 2QE??? Does nobody proof read your website?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/libraries/library-volunteers/Partnership-Libraries.html
22/07/2016 15:58	Poor	Waste & Recycling	I want to find out why my brown bin wasn't collected but it's such a long and convoluted process and the form to fill out doesn't seem to exist.	Thank you for your feedback and sorry you experienced problems with your brown bin collection. The online non collection form is the quickest and easiest way to report missed collections but unfortunately it seems there may have been a temporary issue with the form at the time. This has been tested and is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html

22/07/2016 17:09	Poor	Waste & Recycling	I was not able to search for skip companies based on a post code search. I think got a list of skip companies but would have needed to go into each one to see where they were based. Not user friendly at all, and I did not get the information I needed.	Thank you for your feedback and sorry you were unable to find the information you were looking for. Skips are not something provided by the council and as such the skip directory has been removed from the site. Residents will find searching for skip providers better online where locations can be specified in the search box.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852c84ae7c2872584b02&directoryRecordId=54e3852c84ae7c2872584b4b
22/07/2016 17:37	Poor	Search	I am looking for form 192, which I am told is what I need to apply for a certificate of lawfulness for work I am planning at my house. The work does not need planning permission but I've been advised to get a certificate of lawfulness just to be on the safe side. But I can't find the form.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=certificate+of+lawfulness+192
23/07/2016 10:06	Poor	Myaccount and lagan forms	you have already collected garden waste from here but it isn't even listed on the page	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200222430
23/07/2016 10:24	Poor	Myaccount and lagan forms	The site is useless. One spends most of ones (wasted) time searching and filling in fault reports. Everything seems to rake a minimum of 2 attempts before it actually works, almost as if it were designed to put people off.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem
23/07/2016 10:30	Good	Waste & Recycling	The brown food bins are good and lock o.k. but do not seem to respond well to being dropped or thrown.	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=3yeBm9iSEzvKURW2s4MbZraRrfzsi9B
23/07/2016 10:32	Poor	Waste & Recycling	too many questions. I but that works doesn't it, by putting most people (council tax payers) off.	Thank you for your feedback and sorry for your experiences using the online non collection form. The form has been set up to ensure that the required information for the issue is logged to enable appropriate follow up actions. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=439453653.1469265766
23/07/2016 10:37	Poor	Waste & Recycling	where is my green bin? why not put in the dates for collection even if your ridiculous and mis-informed site doesn't think there is a green bin here? Even though you only delivered it three weeks ago and emptied it for the first time 2 weeks ago??	Thank you for your feedback and sorry that your green bin information did not show on the postcode search. There are further updates required to the system to ensure the latest information is shown. This will be done soon. Apologies for any inconvenience	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/07/2016 13:39	Poor	Myaccount and lagan forms	This website is very unhelpful and as is the council tax phone line, which just directs you this useless website. Very hard when you are trying to sort out serious issues and can't get hold of anyone to help you.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html

23/07/2016 17:04	Poor	Waste & Recycling	I am going round in circles - I filled in all the fields, clicked "Next" and it went back to the start telling me that all the fields marked with a red asterisk needed completing. There weren't any.	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=2091589470.1469289465
23/07/2016 17:30	Poor	Waste & Recycling	I have completed the form on line but do not know how to send it.	Thank you for your feedback and sorry you experienced problems with the non collection online form. Once you have completed the form there is a 'submit' button at the bottom of the forms last page which you should select. Once submitted you will receive an on screen acknowledgement receipt (and an email receipt if email address provided). If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1968625808.1450037753
24/07/2016 01:10	Poor	Parks	i wanted to see which trees had had approval for being felled - this info isn't available. And the 'next' button on these feedback pages is either not present or mostly off-screen - using win 8.1 and firefox	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html
24/07/2016 10:40	Poor	Search	I cannot find the article on the closure of the Victoria Recreation Ground playground due to 'vandalism' when the playground is newly painted. I would like to know why, and where we can appeal this decision.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Victoria+rec+recreation+ground+Playground+Closure&resultsPerPage=10&page=8
24/07/2016 11:57	Good	Registrars	Every thing was very clear very happy	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/giving-notice-of-a-marriage-or-civil-partnership.html
24/07/2016 14:22	Poor	Council and Democracy	I wanted to find my nearest tip and was redirected here. Based on my simple question I'd expect a combination of Google and your processes to be able to get me to the right place specifically. Not for the process to forget what must be a common question and dump me to a page where it's not the first thing I see.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
24/07/2016 20:55	Poor	Council and Democracy	I was looking for information on who makes up an enablement team and what their remit is when supporting those with bpd.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/new-starters-welcome/Adults---Communities/Adults-Teams.html

25/07/2016 10:14	Poor	Parks	see previous entry	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html
25/07/2016 11:28	Poor	Waste & Recycling	website is useless	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send your enquiry to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1260394665.1469441431
25/07/2016 11:39	Poor	Highways	I was looking for car parking information in Barnet - the link directed me to this map with no car parking information shown!	Thank you for bringing this issue to our attention. We ap	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded
25/07/2016 13:49	Good	Libraries	Everything was great! Ironically however, and something that made me giggle, is that I was struck by the colours and layout of the website as much as its functionality - much to my dismay however on the final section of the response form I couldn't select OK without using the zoom out function in my browser! Hohoho.. close but no cigar ;) Great site, functionality is almost perfect ;) Thanks!	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/library-membership.html
25/07/2016 14:36	Poor	Uncategorised	The 'Parking' link does not work. You also have a 'Parking, roads & pavements' link underneath, why have two links to parking?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/popular/p
25/07/2016 14:38	Poor	Highways	The 'Apply for a parking permit' link does not work	Thank you for bringing this issue to our attention. We ap	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html
25/07/2016 14:38	Poor	Myaccount and lagan forms	There is a pothole in Leaside Crescent just before the junction the Princes Park Avenue. I tried to use this web site but it was impossible and is extremely user UNfriendly. Is there not a telephone number where I where I can get through easily and quickly and directly speak to a person to inform him/her?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
25/07/2016 14:54	Poor	Myaccount and lagan forms	doesn't recognise my reference	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol

25/07/2016 16:19	Average	Council Tax and Benefits	I was forced to fill in this form as was unable to speak to someone directly.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/4-About-your-enquiry.html?mgnlFormToken=pTH6ReVawgvvMLctGITHbTbmSIQqL5tv
25/07/2016 16:34	Average	Children's Services	Couldn't find parking information	Thanks for your comments, you are able to find parking information for the Edgware Hospital on their website - http://www.clch.nhs.uk/	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853984ae7c2872585949
25/07/2016 18:03	Poor	Myaccount and lagan forms	The Tarmac on the cross over at 1** Edgwarebury Lane HA* *QW has sunk and this cross over which is only 12 years old was paid for by us to the council ?2485. We have complained to Councillor Hart who has written to Highways in April 2016.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
25/07/2016 19:12	Poor	Libraries	how to search the library catalogue?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=2062870003.1469218305
25/07/2016 21:51	Poor	Waste & Recycling	This page is disgraceful. The planet is clearly getting warmer. The production of new cardboard, plastic and paper is an important factor in this. But Barnet Council couldn't care less, well done folks. 10/10 for saving money, it'll come in really handy when the earths climate goes to the dogs.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send your enquiry to sbs@barnet.gov.uk. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/commercial-recycling-and-waste/business-recycling.html
26/07/2016 00:33	Poor	Schools Information	Introduce filters so one can look at the particular information they are interested in	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please complete the online form at https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries . Ultimately you can call our Schools team on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&list=true
26/07/2016 09:21	Poor	Council Tax and Benefits	I wanted to talk to a representative as I have a non-standard query had hit dead-end in your phone service three times don't know how to proceed / communicate with the borough	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html
26/07/2016 10:11	Poor	Registrars	Wrong phone number	We are sorry for the inconvenience caused. Thank you for your comments. This will be double checked as the phone number is 0208 359 6400.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-benches.html
26/07/2016 10:26	Good	Myaccount and lagan forms	I	Thank you for your positive feedback	https://barnet.gov.uk/citizen-home/report-a-problem.html

26/07/2016 10:26	Good	Myaccount and lagan forms	Good looking form	Thank you for your positive feedback	https://barnet.gov.uk/citizen-home/report-a-problem.html
26/07/2016 10:27	Good	Myaccount and lagan forms	Use googlemaps instead	Thank you for your positive feedback	https://barnet.gov.uk/citizen-home/report-a-problem.html
26/07/2016 10:28	Good	Myaccount and lagan forms	Quick tool to report... could we have a phone app?	Thank you for your positive feedback	https://barnet.gov.uk/citizen-home/report-a-problem.html
26/07/2016 10:30	Good	Parking	Good page... but i notice that nsl service renew permit pages are down in evenings and weekends ... sort it out	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
26/07/2016 10:30	Average	Waste & Recycling	Online comments/complaints and the removal of the telephone connection. The online service has negated the efficiency of the previous service.	Thank you for your feedback. Online reporting has been introduced to improve customer's experience with getting in contact with the council. Through online reporting reports can be made 24 hours a day and customers do not need to wait on telephone lines for long periods of time. We realise there are improvements needed on the telephone system and we are working to get these introduced as soon as possible.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1002805633.1467279931
26/07/2016 10:33	Good	Myaccount and lagan forms	Quik 2 registah	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/register.html
26/07/2016 10:34	Good	Myaccount and lagan forms	Yayyyy i' m in	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/register.html
26/07/2016 10:35	Good	Myaccount and lagan forms	Password too complex though	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/register.html
26/07/2016 10:40	Good	Council Tax and Benefits	Website is very easy to use and navigate.	Thank you for your positive feedback	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=rxeUs0qb9rNbAyeEvRVTIjKAuCAe8eeU
26/07/2016 11:06	Poor	Council and Democracy	Link to corporate management structure doesn't work I suspect because it is out of date.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-and-democracy/finance-and-funding/financial-statements-budgets-and-variance-reports/organisation-and-contextual-information.html
26/07/2016 11:12	Good	Council Tax and Benefits	Very helpful and quick response from your talking agents as well.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=dYAhzcZEoVy8wANreEhSxgCkSyYEgwG6

26/07/2016 11:19	Poor	Myaccount and lagan forms	Moving into the borough. Set up a MyAccount. Registered myself for council tax, downloaded direct debit mandate form and sent completed version to address as requested. Have now received initial council tax bill implying no direct debit is in place, with phone number to set up direct debit. I call number and it seems specifically designed to ensure that members of public can't speak to actual LB Barnet employees. After navigating the automated attendant menus, I arrive at the option to set up a direct debit... which tells me to go to the website and download the form, then hangs up the call. I sign in to the MyAccount service to see if I can get more details on my specific council tax account. It confirms that I do not have a direct debit set up. Frustrating and inefficient.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?contactTel=0208+359+2608&taxYear=2016/2017&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/CTAX_DD_Mandate.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-
26/07/2016 12:38	Good	Myaccount and lagan forms	Residents should be provided with information about the local recycling service centres which are excellent.They leave household items thinking they will be collected but they never will be.When mattresses are left vermin rats/mice infest them..I have told people I see fly tipping and they are grateful for the information. *Sticky labels attached to the bins would help remedy the issue.*Perhaps the Councilor for the area could be informed of this idea	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58950845456183&lng=-0.2363374829292297&streetId=20038960&location-landmark=37+and+28&trackerId=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&clientId=59616302.1469532807
26/07/2016 15:09	Poor	Council and Democracy	my housing tenant is not paying his rent and I would like support	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html
26/07/2016 15:49	Good	Libraries	Where is my local Barnets Library	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services/The-Big-Friendly-Read--Summer-Reading-Challenge-2016/Find-a-Golden-library-card.html

26/07/2016 16:17	Good	Parks	Great to see park services of a high standard for local residents. I never see anyone working at the park, please let them know how much we value appreciate their work.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/sport-and-fitness-in-barnet-parks/outdoor-gyms.html
26/07/2016 17:14	Poor	Parking	I have lost my PCN but wish to pay, this is proving impossible!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
26/07/2016 19:18	Poor	Parking	I wanted to know what zones my parking permit applies to. This did not answer my question and I cannot see the answer anywhere on the web site.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/how-cpzs-work.html
26/07/2016 19:37	Poor	Search	you cannot find the page to borrow books very easily. change this AT ONCE	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=kiera+cass
26/07/2016 20:29	Poor	Waste & Recycling	I wish to complain yet again that the Bin men have failed to empty my Dk Grey Bin which is full and I require you to empty the bin immediately.. I t is situated at the end of the cul- du -sac in Chilton Rd. The Blue recycling bin was emptied	Thank you for your feedback and sorry you have experienced issues with your recycling collections. If this issue is still unresolved, please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/email-receipt.html?mgnlFormToken=vgUo5YKEaLEEA9C2n85DIY64PAMjtpHy
26/07/2016 21:05	Poor	Adults and Communities	This organisation does not follow its own employment policies and shouldn't be recommended for any employment services.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e06&directoryRecordId=54e3852f84ae7c2872584e14
26/07/2016 22:06	Poor	Uncategorised	Link from parking shows 0 results even if you put this in	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUid=1534af9e-fa8b-4a77-8a81-51da11396c98
27/07/2016 08:27	Good	Homepage	Excellent website - useful indeed	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home
27/07/2016 09:20	Poor	Highways	I'm sitting in my car, in Daws Lane car park trying to find out how long the roadworks are going to last. I never saw any notices about any planned works and can't find any information on your website. As I write this I've been put on hold for 12 minutes now to your highways department. This is just not good enough, considering how much we pay for council services. Bad Barnet.	Thank you for bringing this issue to our attention. This is s	https://www.barnet.gov.uk/citizen-home/directories?view=true&_peid=8a2ccd42-40f8-481c-9eb7-4e5557750c86&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584e00

27/07/2016 09:25	Poor	Waste & Recycling	Some one stole my green bin and they want me to pay 55 pounds for no fault of mine and if it keeps getting stolen I just keep paying ?55 pounds what a con !!!!	Thank you for your feedback and sorry you have experienced issues with your green bin. As this seems to be an ongoing problem, please contact our Street based services team on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/4-My-bin-is-lost.html?mgnlFormToken=EEKJecfvs7xXL04oJ4EBDsUH6PH48Gib
27/07/2016 10:24	Poor	Waste & Recycling	A link to reporting a missed collection would be useful.	Thank you for your feedback and suggestion. A link has now been created on this page and should be live soon.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html
27/07/2016 10:35	Poor	Waste & Recycling	I wanted recycling bin collection day and it's only providing black bin collection info.	Thank you for your feedback and sorry that your recycling bin information did not show on the postcode search. There are further updates required to the system to ensure the latest information is shown. This will be done soon. Apologies for any inconvenience	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
27/07/2016 10:37	Poor	Waste & Recycling	These pages take you round in circles. I just want to check our recycling collection day and report uncollected ones please.	Thank you for your feedback and sorry you were unable to find your collection date online. Collection days can be found on this page: https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html . By entering your postcode and selecting your address you should be shown your collection dates for your bins. A link to this page is also found on the council homepage. You can report a non collection using the online form here: https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html . If any of these issues are still unresolved, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
27/07/2016 10:48	Good	Council Tax and Benefits	Easy to use	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=172MyxiqqD1ZwxexOkpglSL3UYop1upO
27/07/2016 10:57	Poor	Waste & Recycling	Tried to let you know about non collection of recycle bins, but link for form do not work	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
27/07/2016 11:15	Good	News	BARNET council by all info about HMO, I can support my study assignment - thanks a lot ! GREAT JOB :)	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/news/landlady-of-unlicensed-HMO-prosecuted.html

27/07/2016 11:38	Poor	Planning & Building Control	None of the categories stated on the on the Description of Charge relate in any way to what I would like to do in respect of a discussion about a site. All I want to do is have a twenty minute meeting or discussion about a commercial site to guage a way forward from a planning point of view for may client, this is before we commit ourselves to drawings etc or engage the council in written analysis. We are prepared to pay something but I would prefer to discuss even that with you. Thanks J****my H****ock mob 077759*****7	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://services-for-schools.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html
27/07/2016 11:42	Poor	Council and Democracy	The page says use the form or use the email address below. There is no email address below. Or indeed anywhere.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI).html
27/07/2016 12:14	Good	Homepage	good website	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home
27/07/2016 12:15	Good	Homepage	good website	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home
27/07/2016 12:17	Good	Homepage	good website - fantastic	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home
27/07/2016 12:22	Good	Council and Democracy	test	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
27/07/2016 12:26	Good	Council and Democracy	excellent info	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
27/07/2016 12:34	Poor	Myaccount and lagan forms	Your 24 hour link doesn't work properly. I used it within 15 minutes of receiving it and the system says that the link is out of date! The system doesn't recognise our council tax reference even though we've been using it for 20 years to pay council tax! No function to add two persons who are responsible for the tax. The bills come in both our names not just one. Just not very good. It's been a wasted exercise!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol

27/07/2016 13:54	Poor	Children's Services	The number on the system does not go to canada villa or youth support team. Even when i called 0208 359 2000 to request the team, i was put through to the recycling team again as per the website number. If professionals are not able to access the services provided in Barnet how can the service users access them?	Apologies - the record does have the correct number for Canada Villa - 020 8359 5281. I have just called the number and it has gone through to Canada Villa.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=rue&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853984ae7c28725859b7
27/07/2016 14:04	Good	Council and Democracy	Well laid out	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Report-a-fraud/email-receipt.html?mgnlFormToken=qaHQDgS34dtPOy5UhhsRu3uwPJr36cL
27/07/2016 14:20	Poor	Myaccount and lagan forms	Rubbish left by bin on road , food waste. Your phones do not help either!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
27/07/2016 14:22	Poor	Myaccount and lagan forms	That just the problem your help service by phone and this web site are not fit for its purpose, and I have to pay for such an inferior set up.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
27/07/2016 16:29	Average	Adults and Communities	I would like to know if you have recieved the paper work I sent to you Two weeks after I recieved your letter asking me to renew. I am in a parking Zone for 11 to 12 and place a LBB of Barnet ticket in my car. I still have 40 tickets left, will I need more? A** Krok****s, * Port**** Avenue, London NW1* *N*. My old badge No is//1A5358 ***** EX date//16/07/2016 T.0208 455 **** M.079505 ***** Thank you.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please contact our assisted travel team on 0208 359 4131 or ultimately you can send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
27/07/2016 17:25	Poor	Waste & Recycling	I have three full blue bins outside my home 19 Hadley Ridge, Barnet - they were left by the bin men on Monday. Please arrange to have them emptied. Thank you. D Rudman	Thank you for your feedback and sorry you have experienced issues with your recycling collections. If this issue is still unresolved, please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1557106851.1469636530
27/07/2016 19:12	Poor	Search	search for one ref 16/3985/ful. produced hundreds of entries	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/3985/FUL
27/07/2016 19:15	Poor	Uncategorised	Broken link yet again internal server error 500	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/popular/c

27/07/2016 21:32	Average	Myaccount and lagan forms	Not sure that my problem has been stored the web page did not seem to register the problem	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
27/07/2016 23:20	Good	Schools Information	Excellent service the council is doing.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=2j9lUcjvY5oddhUbyZMnesKCfDM9BXj1
28/07/2016 00:10	Poor	Council and Democracy	it is not easy to understand and you pressurize people by stating that one has only 2 minutes to do it	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=9WmRh3cOjrHstQ1Q69if7yxRFKdlTjB0
28/07/2016 01:08	Good	Myaccount and lagan forms	.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
28/07/2016 05:36	Poor	Planning & Building Control	Why is there no decision letter in full on the site a day after the decision on 16/3583/ful nor the officers' report?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application
28/07/2016 08:25	Poor	Waste & Recycling	the form does not ever actually appear	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1972790489.1469690530
28/07/2016 08:28	Poor	Waste & Recycling	Like everything else about the council, this page does not work. Even when all fields are completed the page simply returns to the top and asks for the fields to be completed.	Thank you for your feedback and sorry you experienced problems with the non collection online form. This may have been a temporary issue as the form is now working. If your collection issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1972790489.1469690530
28/07/2016 09:55	Poor	Myaccount and lagan forms	Ruddy complaint websire does not work, one way of avoiding complaints	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
28/07/2016 10:24	Good	News	You should have a hotline where you can report misuse of a blue badge.	Thank you for your positive feedback	https://barnet.gov.uk/citizen-home/news/Blue-badge-cheats-convicted.html
28/07/2016 10:24	Poor	Planning & Building Control	fix it	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk. Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension.html?mgnlFormToken=vrEEZViL3m4w4PUYlixwQm4WHYFupRTK

28/07/2016 10:38	Poor	Children's Services	I am getting al the time this message Your current session has timed out, please note that you only have 20 minutes to fill out each page. The information you have provided has not been saved. We apologise for the inconvenience and request that you fill in the form again. Start over...	We are sorry for the inconvenience caused. Thank you for your comments. Unfortunately all web forms on the website will time out after 20 minutes.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries.html?mgnlFormToken=94hgPDFLFRjgMLYXktsqb7R0Tufo7jvc
28/07/2016 11:12	Poor	Uncategorised	no	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	N/A
28/07/2016 11:17	Poor	Council and Democracy	I am trying to find out how long it is going to take to repair the North circular underpass in Brent Park.. I cycle that way every day to get to work and the alternative route is long and dangerous. Some notices saying the underpass is closed would be helpful before you actually get to it.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html?mgnlFormToken=wJQeD2PrPF29wJioZTn4AVICQitnYlpH
28/07/2016 11:48	Good	Children's Services	please could you contact me regarding this facility on 0795893****5.	Thanks for your comment, I have passed on your contact details to the relavant member of staff who will call you back.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Disabled-childrens-register.html?mgnlFormToken=rhAIBrjBnOsBIBPpUB7kA6G7e9ukJ3we
28/07/2016 13:16	Good	Waste & Recycling	Hi thanks for putting up this message - useful to understand how long it takes for the form to appear here.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
28/07/2016 14:38	Poor	Council Tax and Benefits	Please don't time out sessions within 5 minutes and then reprimand people saying "sessions will time out after 20 mins", because clearly you're doing it way faster than that.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html?mgnlFormToken=zZTkpAW7IPV9xBHoPZ25dldHsJHDbaJj
28/07/2016 14:39	Poor	Council Tax and Benefits	We have been timed out twice, taking less than 3 minutes to fill in a page?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=SulzSxDV3o9ulrgMWDQx6Om8emqWZqLV
28/07/2016 14:48	Poor	Myaccount and lagan forms	Unable to report instance if fly tipping (having read article about same by Dean Cohen in Barnet Times!).	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64858052652421&lng=-0.2182835340499878&streetId=20043240&location-landmark=Outside+No+34+Trinder+Rd&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=870179821.1469713354

28/07/2016 15:14	Poor	Planning & Building Control	completely unable to access planning pages and view planning applications. Have tried numerous times pages never work	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
28/07/2016 16:06	Poor	Search	Statistics about retail property e.g footfall, occupancy rates, current market rents, yields etc	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/search.html?resultsPerPage=100&keywords=footfall
28/07/2016 16:32	Poor	Council and Democracy	The question "are you the complaining of your own behalf or claiming on someone else's behalf" is incorrectly worded. I am complaining of behalf of my mother and so answered "yes". The system has recorded myself making a claim on behalf of myself which I am not.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=4Agf608zFyPvqlf7ORqcLWbdGWtFG4U
28/07/2016 20:46	Poor	Uncategorised	Barnet Council cleaning and sweeping of residential streets is a disgrace. No residential street is cleaned more than 6 times a YEAR. They have introduced this policy without any announcement, and only updated the Council website recently after I contacted my MP. This policy of getting "the public involved" is simply a way of not spending properly of cleaning services.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/rubbish-and-littering/litter-enforcement.html
28/07/2016 22:02	Poor	Libraries	So why hold expensive consultations if you are just going to close libraries "for lack of interest".	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/libraries/library-volunteers/Partnership-Libraries.html
29/07/2016 09:56	Poor	Council Tax and Benefits	I can't put my account number in to pay my bill.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
29/07/2016 10:05	Poor	Council Tax and Benefits	Unrequired mismanagement sent Baliffs to my house.... I'm marking iGCSE papers and this stress is dangerous!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html
29/07/2016 10:17	Poor	Parking	Webiste not working for appeals!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html

29/07/2016 10:45	Good	Waste & Recycling	This form appears to be working ok	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=false
29/07/2016 11:07	Average	Myaccount and lagan forms	I have received a Council Tax notice indicating a refund. Phoning the number for a refund directed me here. Why oh why cannot you make the refund to the same account as my direct debit hopeless situation. If not resolved i'll charge interest.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/register.html
29/07/2016 11:56	Poor	Planning & Building Control	Already done it. It does not provide the info in an easy to use format.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to planning.enquiry@barnet.gov.uk . Ultimately you can call our Planning Services team on 0208 359 3000	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html
29/07/2016 14:42	Good	Waste & Recycling	The system is quicker than using the telephone	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1848868838.1423569022
29/07/2016 20:34	Good	Council and Democracy	Everything is great thank you	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html
30/07/2016 10:48	Average	Search	the time of place is irregular so ... help.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
30/07/2016 10:59	Good	Search	thankyou	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
30/07/2016 15:50	Average	Business	when someone wants too complain or make suggestion . one should be given more time too send this kind of request as not everyone has the ability too type quickly (20) minutes is not enough	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=FiAaFm1Y2Pa9E4tpXcepzmUu9CaseW6C
30/07/2016 22:37	Poor	Business	Filled out form about noisy neighbours - it didn't submit correctly and then all data was lost	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. If possible can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/3-More-details.html?mgnlFormToken=x75e1LMe4huLOtXpXxYapY63Sjw8QmkU

31/07/2016 08:21	Poor	Myaccount and lagan forms	Only states collection dates for general waste and not any other, such as recycling, garden waste or	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200031640
31/07/2016 09:58	Poor	Adults and Communities	Barnet and district dog training is absolutely rubbish, went there for at least 3 Saturday's and all the overweight man did was complain about back pains and teach the same thing which was sit, down and follow the hand. I spent ?98 and fully regret it!!!! Don't waste your money like i did!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853284ae7c2872585160&directoryRecordId=54e3853384ae7c2872585240&view=true
31/07/2016 10:46	Poor	Waste & Recycling	Despite being listed on the Barnet website as yesterday being the collection day for garden waste, none of the green bins in Brookland Hill were collected yesterday. The residents will now have to wait another 2 weeks, and the bins are already full. The online form to report this didn't process.	Thank you for your feedback and sorry you have been experiencing problems with your garden waste collections and the online form. If your collection issues are still unresolved please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. There may have been a temporary issue with the online form at the time but this has been tested and now working. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1731267017.1469958225
31/07/2016 18:04	Good	Homepage	find this web site easy to use - well done	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home
31/07/2016 18:50	Average	Myaccount and lagan forms	This page has a mind of its own and does not always work when the button is clicked	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.647144808691365&lng=-0.18884897232055664&streetId=20019050&location-landmark=Recycle+skip++bins&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1373571623.1469986529